Department of Corrections

DOC HELP DESK DESIGN EVENT REPORT-OUT NOVEMBER 14-16, 2016



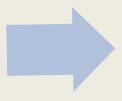
Why Are We Here?

- No ticketing system in place
- Volume of emails to Help Desk has increased over time – over 30,400 in 2015



Event Scope

The time an issue is initiated to the DOC Help Desk



Issue Resolution

Team "Help Desk DOCtor"

- Lettie Prell DOC Central Office
- Jennifer Guild DOC Central Office
- Sondra Holck DOC Central Office
- Julie Cline, ASP
- Janet Fliehler, DOC Central Office
- Steve Middleton, 3rd Judicial District
- Sharee Lind, 6th Judicial District
- Vickie Sherzan, 5th Judicial District
- Steve Koffron, IMCC
- Terri Meier, DOC Central Office
- Lori Myers, Iowa Board of Parole
- Darin Thompson, DHS

Facilitators:

- Laura Scheffert, DOC
- Melanie Kirsch, DHS



Baseline – Where We Are Today

Current State

- Currently no ticketing/tracking system exists
- All emails currently sent to all Help Desk members
- When surveyed, 76% of the Master Trainers said they would utilize a searchable knowledge base if one existed.

Goals for future state

- Develop an agreed upon list of ticketing/tracking system functionality for the DOC Help Desk.
- Tickets routed to categoryspecific members of Help Desk
- To have a searchable knowledge base available

How Do We Get There?

- Define all necessary information needed to develop a "scope of work" for a detailed ticketing system
- Have developed the infrastructure during this event
- Tasks assigned to continue to define specific areas

What is Lean?



- Continuous Improvement
- A rapid approach to improvement

Design Event Schedule

Pre-event Planning

Day 3

Day 4

Day 5

Follow-up &

Implementation

Lean

Process (Cont.)

Prioritize and Select **Improvement Ideas**

Estimate New Process Performance

Report Out

Review Charter

> **Brainstorm Improvement**

Design New Process Map **Identify What** Needs to be Done to **Implement New Process**

Celebrate!

Map Current Process

Day 1

Day 2

Map Current

Analyze Current **Process Performance**

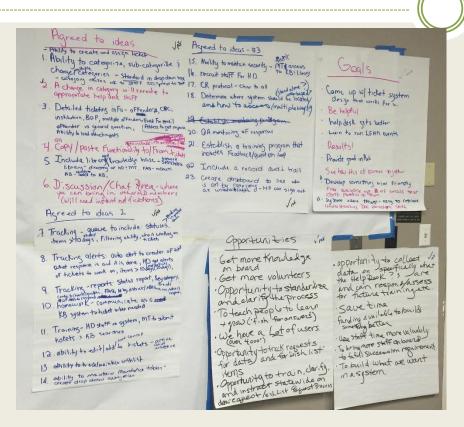
Ideas

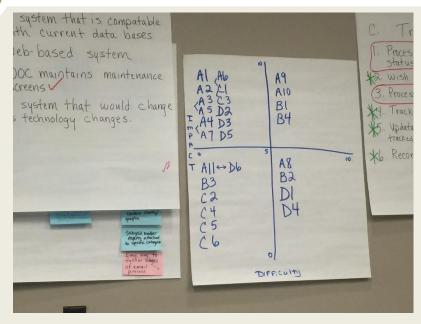
Discussion & Consensus



- Identified Trends
- Conducted a SWOT

Discussion & Consensus



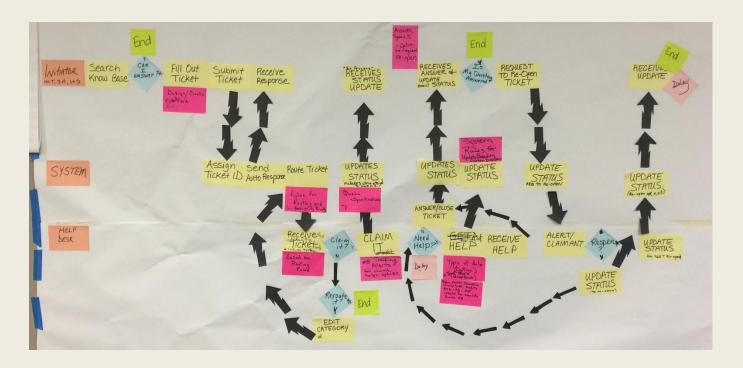


- Brainstorming of improvements
- Deselection of ideas

Design of New Ticketing System

What is not visible on the map:

- System Requirements and Specifications
- Training/Communication
- Recruitment and Succession Planning



Simpler – Faster - Better

- Identify Categories, Priorities, and Routing Rules
- Define Knowledge Base
- Determine Requirements for System Functionality
- Tracking Queue, Alerts, Statuses, Reports
- Recruiting/Training

Milestones

Scope of Work

Implementation Plan

Training Plan

Communication Plan

Communication Plan

WHAT	WHO	WHEN
High-level summary from event to share about the event focus and outcome	All Agency Staff	7 days
Develop Scope of Work Document	Sponsor	60 days
Formal Communication plan completed	TBD	TBD

Team Member Experience

